

MATOC TASK ORDER SOLICITATION 05-0006-02

Questions and Answers

**** Updated 26 September 2005 ****

Question #1: Can you identify the firm currently providing this support and can you indicate whether the firm providing the support is a small business?

Answer #1: The work is currently being performed by SETA Corporation, which was acquired by Apptis™.

Question #2: With regards to ONR MATOC CLIN 0006 Solicitation 05-0006-02, is this a follow-on to a current or past effort? If so, who is the incumbent and what is the associated contract number? Thank you in advance for any information you are able to provide.

Answer #2: See the Answer to Question #1 above.

Question #3: Are secret clearances required for ALL contract staff positions on this Solicitation.

Answer #3: Yes, secret clearances are required for ALL contract staff positions under this solicitation.

Question #4: May we issue a firm fixed price contract or a time and materials contract to one of our major subcontractors, which does NOT have a DCAA certified accounting system?

Answer #4: It is the prime contractor's responsibility to choose the appropriate contract vehicle for their subcontractors. However, it is the subcontractor's responsibility to make sure a copy of their proposal is submitted in accordance with paragraph 6.1(b) and received by the time and date stated in the solicitation.

Question #5: On the help desk positions of this solicitation, can experience be substituted for a college degree? For instance, could 6 years of experience be substituted for a BS or BA degree? Or could 4 years of experience and an associate's degree with 4 years of experience substitute for a BS or BA degree?

Answer #5: Yes, we will consider 6 years of experience as a substitute for a degree for the helpdesk positions.

Question #6: Who is the incumbent provider of these services and are they eligible to bid on this new solicitation?

Answer #6: See the Answer to Question #1 above. Only offerors awarded a contract under CLIN 0006 are eligible to submit a proposal in response to this solicitation.

Question #7: Will the government contemplate awarding multiple contracts, to split the categories and hire specialized contractors for each?

Answer #7: No.

Question #8: How satisfied is the government with the current contractor's performance?

Answer #8: ONR is satisfied with the contractor's performance.

Question #9: Is the government interested in retaining individual incumbent personnel, even if the prime contract is awarded to a different company?

Answer #9: It is the prime contractor's responsibility to choose their personnel.

Question #10: What are the key personnel positions for this solicitation?

Answer #10: The following positions are considered key personnel under this effort: the Program Manager, the Lead LAN Engineer, the Lead Webmaster, the FAM support, the Head of Telecommunications, and the Head of the Help Desk.

Question #11: Will there be a bidders conference?

Answer #11: No.

Question #12: Is there an incumbent?

Answer #12: See the Answer to Question #1 above.

Question #13: ...as per 6.1 (a) "...how a surge capacity will be maintained to meet unanticipated requirements; and how administrative tasks such as travel, security and resource requests will be handled. The Offeror should include information relative to previous efforts for the same or similar services provided in the past to include contract numbers and Government points of contact where applicable. The Offeror should explain what corporate facilities are available and would be used in support of the work including computer resources, publication/media materials and equipment where appropriate. The proposal should acknowledge that the Contractor will provide the appropriate IT/telecommunications equipment for the proposed personnel for this task order."

1. Do we assume that for most of the work, that the contractor will use GFE space and equipment?

2. And that the meaning of 6.1.(a) makes space and equipment available only when government space or equipment is not available; on "as needed or emergency" basis for surge capacity to meet unanticipated requirements?

Answer #13: 1. All of the work will be done from ONR HQ's located at One Liberty Center and/or ONR Satellite offices at Naval Research Labs (NRL), one on the Bolling Air Force Base and one on the NRL side. All computer equipment, pagers, cell phones, office equipment will be provided as GFE.

2. For this task order, ONR will provide the necessary space and equipment.

Question #13: These sections (on page 15-16 3.3.8 ix-xv) appear to be duplicates. Is this correct?

Answer #13: These sections are duplicates. Sections 3.3.8 ix-xv are hereby deleted.

Question #14: Section 4.1 in Amendment 0001 requires the contractor to be a "Microsoft Provider." This is taken to mean "Microsoft Certified Partner." Is this correct?

Answer #14: No, a "Microsoft Provider" is not a "Microsoft Certified Partner."

ONR's definition of a Microsoft Provider is A LAN Support Services Vendor who provides support for Microsoft Windows based Operating Systems such as Windows 2000, Windows Advanced Server 2000, Windows Server 2003, and Windows XP. Generally, this support includes but is not limited to support for Microsoft Office Products such as Excel, Front Page, InfoPath, Live Meeting, OneNote, Outlook, PowerPoint, Project, Publisher, Vision, and Word.

Question #15: On page 21, Section numbers skip from 4.2.2 to 4.3.3. Is something missing?

Answer #15: This is a typographical error.

Question #16: In section 4.5.2, in the discussion of the required tasks, there does not appear to be an overall project management task. Other than the mention of Program Manager in Amendment 0001, in the table in Section 4.5.2 or in the personnel requirements there is no reference to a Program/Project Manager position. Given the guidance in Sections 4.1 and 4.5.1 regarding additional labor categories, it is assumed that identifying a Program Manager would be acceptable? Is this assumption valid?

Answer #16: The labor categories provided were to show what is currently in use. Offerors are encouraged to propose what they believe it will take to get the job done. Historically, on this contract the Program Manager has been an on-site person with strong engineering skills and credentials.

Question #17: On Page 29, from the guidance in sections 5.5.1 and 5.5.4, it appears that any computer resources required by the contractor, whether working on-site at ONR or off-site, must be provided by the contractor. Is this correct? If these resources are connected to the ONR network, please describe the procedure that would be required to remove them. Does this requirement also apply to resources necessary for network monitoring, the use of Remedy Software, or diagnostic tools such as those listed in Section 3.3.1xxx?

Answer #17: Contractors supporting BD06 are not required to provide their own computer equipment. Items such as hardware, software and cell phones, will be provided by ONR. The contractor will be working at ONR HQs or at one of the two buildings at NRL. Contractors will not be working from their own facility.

Question #18: In Section 5.8 on page 30, can it be assumed that the existence or perceived existence of an organizational conflict of interest and the eligibility of the contractor to pursue other opportunities at ONR would be evaluated on a case-by-case basis (i.e. the contractor would not be prohibited from future work simply by the award of the contract resulting from this solicitation)? to preclude a potential organizational conflict of interest, would ONR agree to the establishment of a "Chinese wall" around certain areas of work (e.g., Functional Area Management Administration)?

Clarification: In this case, a "Chinese wall" is a rule or agreement prohibiting the exchange of confidential information between different departments/individuals of an organization to prevent its use in obtaining an unfair advantage or an illegal gain. For example, it appears of the work to be performed under the contract will result from MATOC solicitation 05-0006-02, that those involved in the Functional Area Management Administration task would be the most likely to lead an actual or perceived conflict of interest. To preclude such a situation, a contractor might suggest building a "Chinese wall" around that task and limit access to information involved in that task to the minimum number of personnel necessary. Those personnel would also be required to sign a non-disclosure agreement with their employer in addition to that required by the MATOC solicitation.

The purpose of this question is to understand how potential conflicts of interest would be dealt with or if the selected contractor would not be eligible to compete for any work at ONR after being awarded after this contract.

Answer #18: Conflicts of Interest are reviewed on a case-by-case basis. It is the Contractor's responsibility to have any necessary safeguards in place to prevent the appearance of a conflict of interest. In addition to the safeguards, proposed personnel will be required to sign the non-disclosure agreement attached to the solicitation.

Depending on future requirements, there could be a situation that would prohibit the successful offeror from receiving another MATOC award. Since the nature of future requirements is unknown at this time, this issue can only be addressed at that time.

Question #19: Are there any restrictions for the proposals on the size of fonts or margins.

Answer #19: No, there are no restrictions on the size of fonts and margins, only the page number restrictions. However, it is recommended that a font size of no less than 10 be used.

Question #20: The solicitation requires the Contractor be a Microsoft Provider (page 18, Section 4.1). If a subcontractor is a Microsoft Provider, would this fulfill the requirement?

Answer #20: Yes. However, there must be past performance citations and references (Name, telephone number, and email address of the Point of Contact) to verify the information.

Question #21: There are requirements for the personnel to "have a Secret clearance(s) or ability to obtain interim." Is this a mandatory requirement?

Answer #21: Yes, it is a mandatory requirement that the proposed personnel under this solicitation have clearances and/or be able to receive a clearance.

Question #22: With respect to a 2,080 hour labor year, given the 10 Federally mandated holidays (80 hours) and normal business practices of 2 weeks per year vacation (80 hours) and one week sick leave (40 hours), is it permissible to use 1,880 hours as a labor year?

Answer #22: It is recommended that the offeror proposes at least 2,000 hours (2,080 – 80 hours for the Federal holidays).

Question #23: Amendment 0001, Section 1 states that there are 6 key positions. Can the offeror submit sample resumes for these key positions or is the offeror required to submit actual resumes of the personnel proposed for each of these key positions?

Answer #23: Offerors must submit the actual resumes for the key positions.

Question #24: Section 4.5.3 Base Period Option states that "the Government anticipates a need for an additional eight people to perform training on NMCI. If exercised, the period of performance will be from the date of option exercise through 6 months thereafter. The total number of hours required amounts to 8,320 hours and is not consistent with the 16,640 hours of training specified for the Base Period Option in the table "Guidelines of the Total Man-Years of Support under Previous Effort" under section 4.5.2.

Answer #24: This was a typographical error. It should be 8,000 hours based upon a man-year of 2,000 hours.

Question #25: Is there a statement of work for the NMCI training required in the Base Period Option?

Answer #25: There is not a statement of work available for this portion at this time since the requirement has not been fully defined. However, the trainers must be individuals with valid training credentials and proficient in computer technology. The ONR staff will ensure that the trainers receive the curriculum specific to NMCI.

Question #26: Section 5.3.2 Other Direct Costs (Other than Travel & Per Diem) references Section 4.3, which does not exist. What is the Not to Exceed amount for total ODC and Travel costs?

Answer #26: Section 5.3.2 should have referenced 5.3 rather than 4.3.

Question #27: Is parking provided by ONR. If not, is cost of parking reimbursable under the contract?

Answer #27: Parking is not provided, however, several private (pay) parking facilities are located in the area. Also, the ONR facility is within walking distance of the Ballston Metro Station. Monthly parking fees and/or any other type of transportation expenses (metro fare cards) for proposed personnel to commute to and from the place of performance are not a reimbursable cost under the order.

Question #28: We would like to request the page count limitation for the Technical proposal (exclusive of resumes) to be increased to 20 pages on account of the breadth and complexity of the technical requirements.

Answer #28: The technical proposal page number limitation has been increased to 15 pages (exclusive of resumes).

Question #29: Are we to submit resumes only for the key personnel or for all the proposed personnel?

Answer #29: See answer to Question #23.

Question #30: In the solicitation, paragraph 3.1.1 (ii), it says "provide, contractor sponsored, training for all contractor network engineering staff members to maintain their job related skills and performance levels as well as their network certification criteria. The government shall provide the training to the Contractor's employees when new enterprise-wide software applications or when new hardware is purchased by the government." To what extent are trainers required to have network experience? And to what extent are they expected to have training experience?

Answer #30: The referenced paragraph should be 3.3.1 rather than 3.1.1. The successful offeror must ensure that the proposed staff possesses all the knowledge and training to be proficient in all the applications and skill areas called out in the statement of work. The contractor also must continue to train their staff to ensure they remain current with all the named applications. If the government introduces a new technology, then we (the government) will provide the training necessary.

Question #31: Paragraph 4.3.3.8 Web Developer/Systems Engineer, is the Lotus Notes development position primarily an administrative position or a development position?

Answer #31: All of the Web staff positions are considered to be development positions.

Question #32: As to pertaining to the trainers, there is not much information in the solicitation as to their technical requirements. Can you add details to what you are looking for on these trainer positions?

Answer #32: The one training position must be filled by someone who is proficient in all Commercial off the shelf applications called out throughout the statement of work. Applications specific to ONR will be taught to the trainer by ONR staff, if that person is not familiar with the applications. The optional trainers must have strong computer skills as well as excellent training skills. These people will be taught by ONR staff on the subject matter they need to be able to teach.

Question #33: Section 4.1.2 Senior Information Engineer states "B.E. (CS/Electronics and Communications) or MCA for a reputed university/institute would be preferred." What type of degree is B.E. or MCA?

Answer #33: B.E. stands for Bachelor's of Engineering and MCA stands for Masters in Communications Administration.